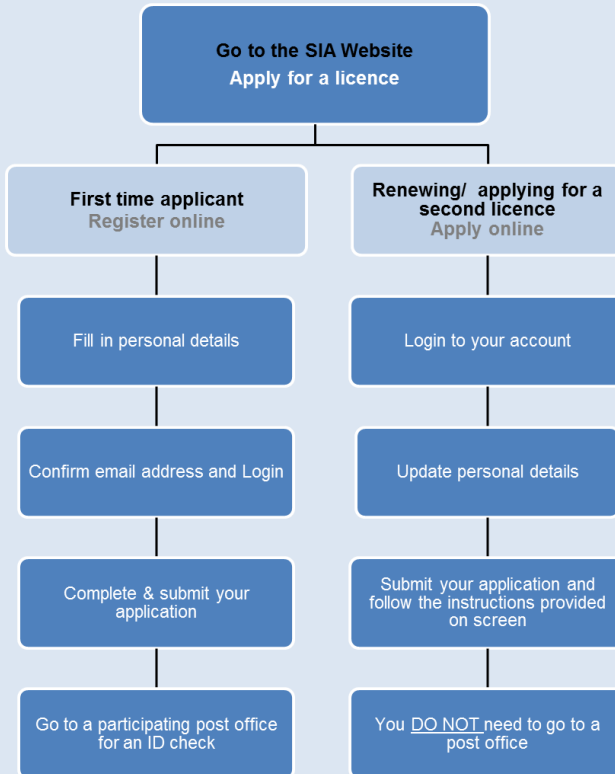


Although the application process requirements will not change, in the first half of 2016 we will launch a self-service website that will give businesses and individuals greater control of the licensing process.



NB: Once you have submitted your application you will get an email with your reference number together with details of the identity documents to take to a post office.

NB: You should keep your application reference number safe as you will not be able to complete an application without it.

The post office will:

- Check your application reference number
- Check and return your documents
- Take a digital photograph of you
- Take an electronic version of your signature
- Take payment of the application fee.

NB: In some cases you will still need to send us your documents. If you have lived overseas, you may also need to send us an **Overseas Criminality Check**. Please check the letter or email we send you after you apply online to see requirements.

Find information and updates of our new services on our website at:
www.sia.homeoffice.gov.uk

What is the cost of an SIA licence application?

The fee for processing your licence applications, including renewals is £220. You will receive a discount of 50% on applications for second sectors. You will not receive a discount for Vehicle Immobiliser licences as these are only valid for one year.

There is a problem with my qualification, what can I do?

Contact your training provider to get it corrected. The SIA cannot resolve this on your behalf. The most common issue is where an abbreviated version of your name has been used for your application which doesn't match your identity documents.

More information is available online: www.sia.homeoffice.gov.uk/training

What happens if I can't get online to complete my application?

Some web browsers are not compatible with our current online application form. Please go to the following link for suggestions to solve these problems: www.sia.homeoffice.gov.uk/browsers.

If you cannot get online, please write to us explaining why, including your full name and address. We will then send you a paper application form to complete.

What happens if I can't get to a post office to complete my application?

If you live in an area where you cannot get to a post office, the SIA will post a paper form for you to complete. You will need to complete your application online and then post your documentation to the SIA for review.

How long will it take to process my SIA licence application?

We aim to process applications within 25 working days. Complex applications may take longer. You can check the status of your application online.

How do I check the status of my application?

Check the status of your application with the Application Status Checker online:

www.sia.homeoffice.gov.uk/status

Why has my SIA licence application been refused?

If we intend to refuse your application we will write to you to explain why. We will give you 21 days to provide us with information to support your application which we will assess before deciding whether to grant or refuse your application. More information is available online: www.sia.homeoffice.gov.uk/refusal

What do I do if my licence is lost, stolen or damaged?

- **Lost**—Report it to the SIA and send a signed explanation.
- **Stolen**—Report it to the SIA, report it to the police and send the police report to the SIA with a signed covering letter.
- **Damaged**—Return the licence to the SIA. The address to write to is:
Security Industry Authority, PO Box 49768, London WC1V 6WY

What do I do if I have changed my name, address or other personal details?

You must tell us in writing and for name and address send us documentary proof. Keeping your account information up to date is a legal requirement on holding a SIA licence. More information is available online:

www.sia.homeoffice.gov.uk/my-details

How do I renew my licence?

Online or through your employer. For renewing a licence through your employer, you will need your renewal PIN (Authorisation code) which is on the letter we send to you when your licence is due to expire. More information is online: www.sia.homeoffice.gov.uk/renewals

Will I get a licence with 'a' or 'b' criminality convictions?

If you have a criminal record, it does not necessarily mean that you won't be granted a licence. There are however some offences that require you to provide us with additional application information or where you will not get a licence. You can use our criminal record indicator to see if your criminal record will affect your application:

www.sia.homeoffice.gov.uk/cr/

More information is available here: www.sia.homeoffice.gov.uk/criminality

What is the OCC (Overseas Criminality Check) and sworn oath process?

If you live overseas or have spent six continuous months or more outside the UK in the last five years, you will need to provide an Overseas Criminality Check (OCC) from the relevant country or countries to cover the five years prior to your application. How to do this is explained here: www.sia.homeoffice.gov.uk/overseas-checks. If you have lived in a country from which you are not able to get an OCC, we may accept your sworn oath and a character reference from a suitable referee.

Information on this can be found here: www.sia.homeoffice.gov.uk/sworn-oath

How do I obtain a military extract?

If you were overseas because you were in military service, you may submit an extract from your military record instead of an OCC. You should request this from the relevant force in which you served. More information and contact details can be found here: www.sia.homeoffice.gov.uk/military

Why has my application been stuck at "awaiting decision" for so long?

Applications take around five weeks to process, so don't worry if you haven't received a decision within this time. If you have been waiting longer than this and your application seems to have got stuck at any particular point, this is likely to be because we require some more information from you. This might be to do with your qualifications, criminal record or something else. In such cases, we will write to you, detailing the requirements, so please check your email. If you have not heard from us, please contact us by emailing: info@sia.homeoffice.gov.uk. Please include your full name, date of birth, address and application number in your email.

I have been to a post office and my application status shows "awaiting documentation", what does this mean?

In some cases, you will still need to send your documents to us even if you have had them scanned at a post office. This may be because you hold an overseas passport or because some of the details on your documents do not match our existing records. Please carefully read the email you received when you finished your initial online application. This will tell you exactly what you will need to send to us. If you are still not clear, please contact us by emailing: info@sia.homeoffice.gov.uk. Please include your full name, date of birth, address and application number in your email.

Can I work whilst I am appealing a decision on my application?

As a general rule, you will not be able to work until you have been granted a licence. If you are appealing our decision, though, there may be some circumstances in which you can work. These are:

- You work for an Approved Contractor and have been issued a Licence Dispensation Notice (LDN). We have told you that you can submit character references or mitigation in support of your appeal.
- If you are renewing your licence and your previous licence is still active on the Register of Licence Holders on our website then you can work. A licence remains active while an appeal for a renewal application is ongoing, even if it would normally have expired.